Product Alert 32

Product	StorNext® versions 2.7 - 3.1.3/3.5.1
Summary	When the number of relation points for a file system exceeds the number of configured rebuild threads, files may not be placed on the store, truncation and relocation candidate list.
Date	June, 2009

Overview

When the number of relation points exceeds the number of mapper threads, the Storage Manager rebuild policy may produce incomplete store, truncation, and relocation candidates lists. This can result in the rebuild policy taking longer than necessary, relocation and truncation policies not working correctly, and potentially leaving files unprotected from data loss if a data LUN failure occurs.

For more information, contact the Quantum Technical Assistance Center and reference CR 28107.

Symptoms

The issue has the following symptoms:

- Files copies are not made long after the time specified by the store policy

- The system does not truncate eligible files in low space conditions

- Files are not relocated as expected

Solution

This problem will be resolved in future StorNext releases.

To avoid this risk, ensure the value of MAPPER_MAX_THREADS is greater than the number of relations points for your managed file system(s) by adjusting the parameter in /usr/adic/TSM/config/fs_sysparm_override (or, less preferably, /usr/adic/TSM/config/fs_sysparm).

The default value for MAX_MAPPER_THREADS is 64, so if all managed file systems have 63 or fewer relation points and MAX_MAPPER_THREADS has not been overridden, the system is not affected and no action is required. The maximum value for MAPPER_MAX_THREADS is 256. If a file system has 256 or more relations points, contact the Quantum Technical Assistance Center and reference CR 28107.